

FIG. 1.

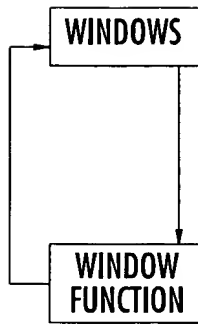


FIG. 2.

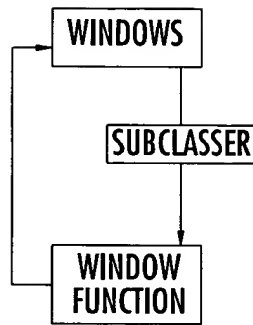


FIG. 3.

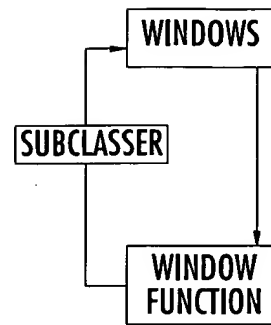


FIG. 4.

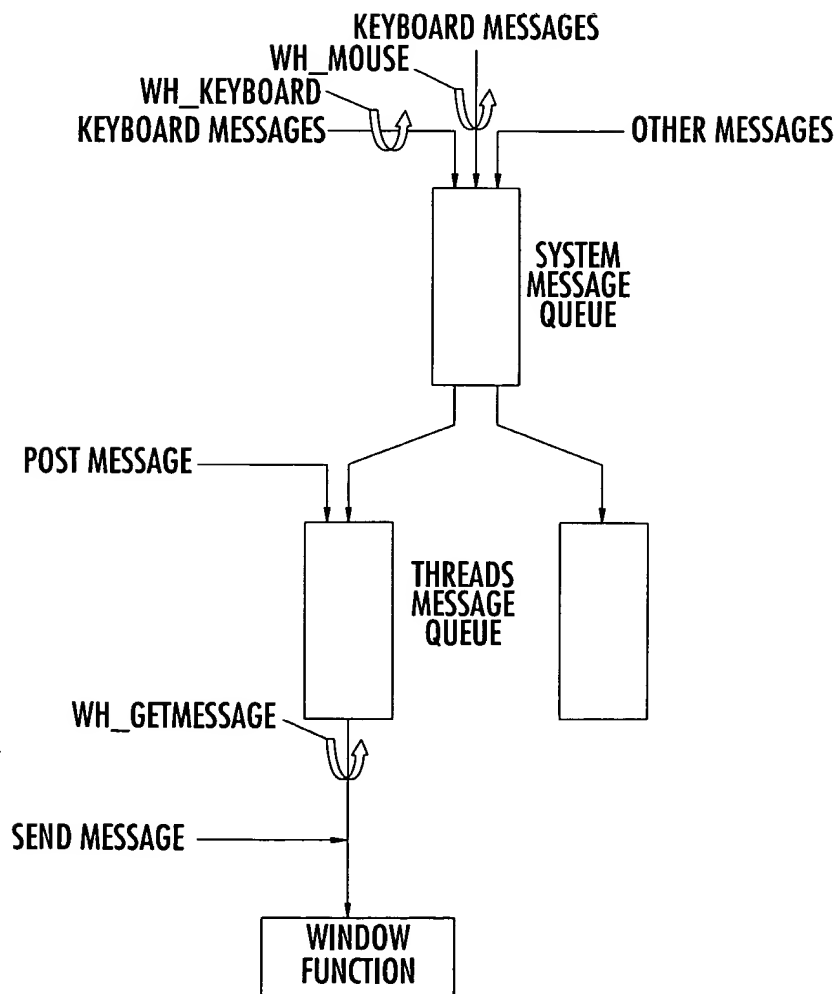


FIG. 5.

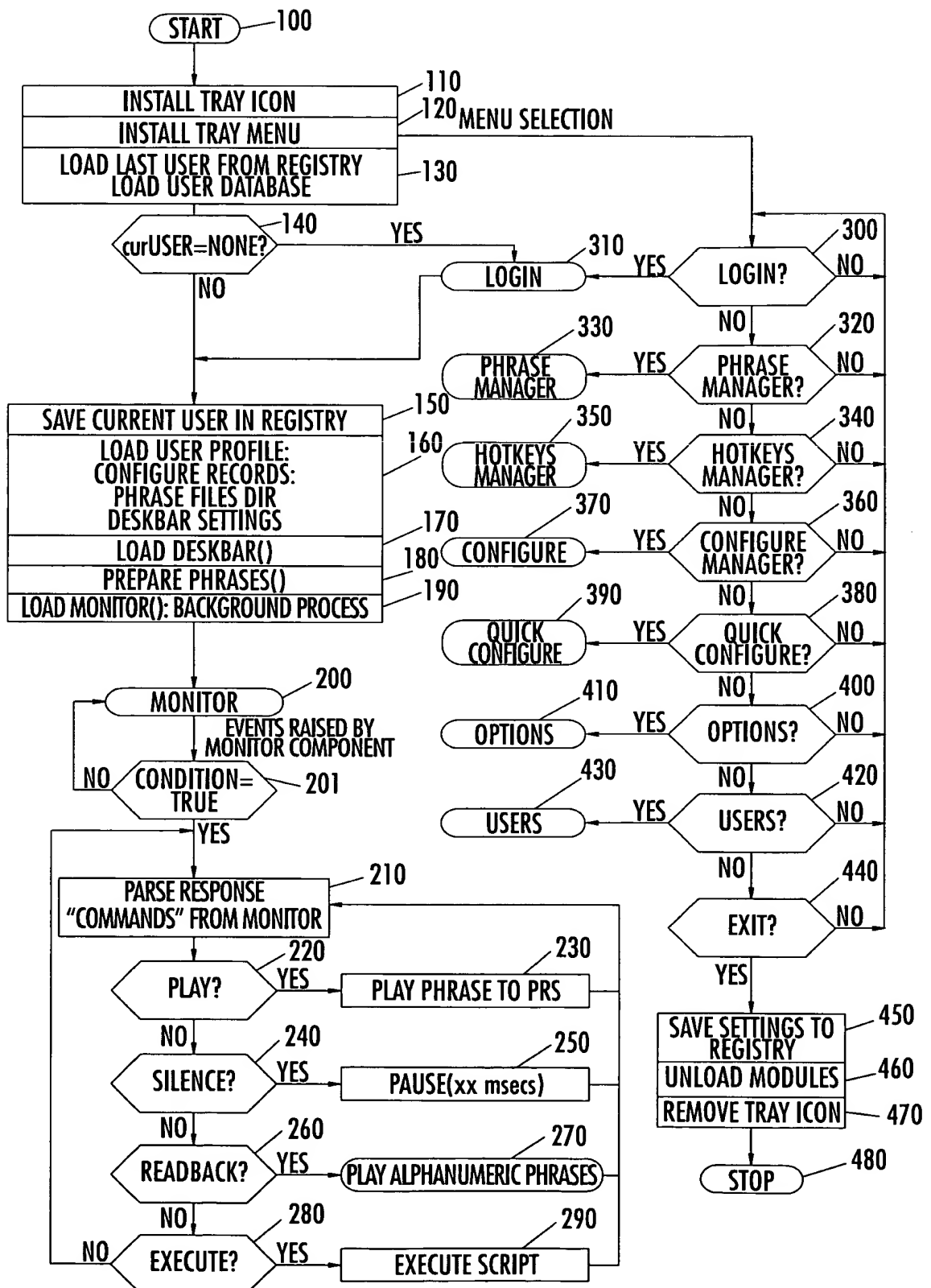


FIG. 6.

4/14

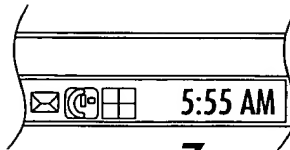


FIG. 7.

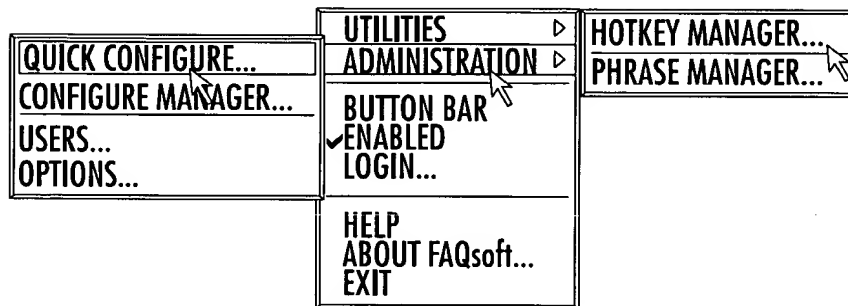


FIG. 8.

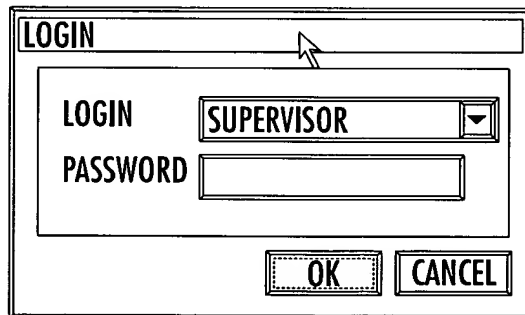


FIG. 9.

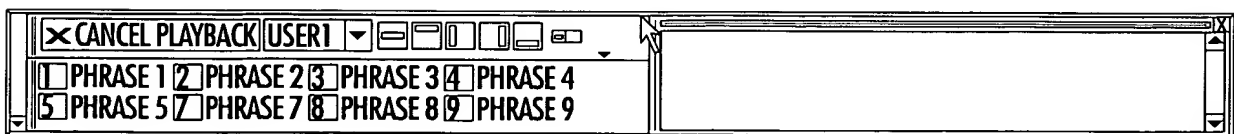


FIG. 10.

5/14

PHRASE MANAGER-SUPERVISOR
 FILE EDIT VIEW PHRASE LIST SOUND EDITOR

ADD ITEM CLEAR ITEM APPROVED PHRASES

USERS	PHRASE LIST
1 DESIGNER	40 PHRASE NAME PHRASE TEXT
2 ADMINISTRATOR	41 ASKNAME MAY I HAVE YOUR NAME?
3 SUPERVISOR	42 ASKCOMPANY MAY I HAVE YOUR COMPANY NAME PLEASE?
4 AGENT	43 ASKJOB MAY I HAVE YOUR TITLE PLEASE?
5 GERRY	44 ASKBUSPHONE MAY I HAVE YOUR BUSINESS NUMBER?
6 DEBBIE	45 ASKHMEPHONE MAY I HAVE YOUR HOME TELEPHONE NUMBER?
7 LEIGHANN	46 ASKFAXNUMBER MAY I HAVE YOUR FAX NUMBER PLEASE?
	47 ASKMOBILENUM MAY I HAVE YOUR MOBILE TELEPHONE NUMBER?
	ASKBUSPHONE
	MAY I HAVE YOUR BUSINESS NUMBER?

SOUND EDITOR

PCM 8.000 kHz, 16 BIT, Mo | SAMPLES: 10567 | STARTPOS: 1 | ENDPOS: 10567 | TIME: 1.320875 sec

STATUS

☐ RERECORD
☐ TO BE APPROVED
☒ APPROVED

QUALITY

☐ LACKS
☐ COURTESY
☐ LACKS CLARITY

COMMENTS

VOLUME

☐ TOO LOUD
☐ TOO SOFT

TONE

☐ TOO HIGH
☐ TOO LOW

RATE

☐ TOO FAST
☐ TOO SLOW

ARTICULATION

☐ NOT CLEAR

INFLECTION

☐ MONOTONE

PRONUNCIATION

☐ MIS-PRONOUNCED

FIG. 11.

HOTKEY MANAGER

HOT KEYS

#	HOTKEY	DA	NAME	DESCRIPTION
1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	RECORD	RECORDS A CURRENT CALL
2	<input type="checkbox"/> SHIFT+CTRL	<input checked="" type="checkbox"/>	PLAY LAST	REPEATS LAST PHRASE OR RESPONSE PLAYED
3	<input type="checkbox"/> F12	<input type="checkbox"/>	TOGGLE BUTTON BAR	TOGGLES BETWEEN SHOWING AND HIDING
4	<input type="checkbox"/> F4	<input checked="" type="checkbox"/>	ASKMAILINGADD	IS THIS ALSO YOUR MAILING ADDRESS?

DELETE OK

FIG. 12.

HOTKEY

DEPRESS A KEY COMBINATION AND CLICK OK TO ASSIGN IT THE
SELECTED RESPONSE OR PHRASE.

RESPONSE/PHRASE	ASKWEBADDRESS
DESCRIPTION	DO YOU HAVE A WEB PAGE ADDRESS?
ASSIGNED KEY	

☒ ALLOW DEFAULT ACTION ☐ INACTIVE

CLEAR OK CANCEL

FIG. 13.

CONFIGURE MANAGER

FILE VIEW PHRASE LIST SOUND EDITOR

ADD ITEM CLEAR ITEM APPROVED PHRASES

#	PHRASE NAME	PHRASE TEXT
44	ASKBUSPHONE	MAY I HAVE YOUR BUSINESS NUMBER?
45	ASKHMEPHONE	MAY I HAVE YOUR HOME TELEPHONE NUMBER?
46	ASKFAXNUMBER	MAY I HAVE YOUR FAX NUMBER PLEASE?
47	ASKMOBILE NUM	MAY I HAVE YOUR MOBILE TELEPHONE NUMBER?
48	ASKEMAILADD	MAY I HAVE YOUR EMAIL ADDRESS PLEASE?
49	ASKWEBADDRESS	DO YOU HAVE A WEB PAGE ADDRESS?
50	ASKBUSADD	MAY I HAVE YOUR BUSINESS ADDRESS?
51	ASKMAILINGADD	IS THIS ALSO YOUR MAILING ADDRESS?
52	ASKDEPT	YOUR DEPARTMENT NAME PLEASE
53	ASKOFFICE	MAY I HAVE YOUR OFFICE NUMBER?
54	ASKBUSINESS PHONE	CAN I HAVE YOUR PHONE NUMBER PLEASE?
55	ASKACCOUNT	MAY I HAVE YOUR ACCOUNT NUMBER PLEASE?
56	ASKADDRS	MAY I HAVE YOUR ADDRESS PLEASE?
57	GOODMORNING	GOOD MORNING
58	GREETING	THIS IS (NAME), HOW CAN I HELP YOU
59	GREETING AFTERNOON	GOOD AFTERNOON
60	GREETING EVENING	GOOD EVENING
61	CLOSESALES	WHEN YOU...

RESPONSE BUILDER

RESPONSE LIST

#	RESPONSE NAME	RESPONSE DETAIL
1	READBACKNUMB	PLAY:NUMIS:READ C
2	MORNING GREET	PLAY:GOODMORNING
3	GOOD EVENING	

ACTION SEQUENCE FOR MORNING GREETING

DESCRIPTION
GOODMORNING! THIS IS (NAME), HOW
CAN I HELP YOU

#	ACTION	VALUE
1	PLAY	GOODMORNING
2	PLAY	GREETING

SAVE | PLAY | STOP | RECORD | MODEL VOICE | VOLUME | TRIM LEVEL

FIG. 14.

ADD ACTION

SELECT AN ITEM BELOW TO ADD TO THE ACTION LIST

ACTION

- ☒ READ CONTENTS
- ☐ SILENCE
- ☐ EXECUTE SCRIPT

SELECT THE SCREEN OBJECT TO READ FROM

☐ READ CURRENT CONTENTS

☐ READ CONTENTS FROM ANOTHER SCREEN OBJECT

SCREEN OBJECT NAME

CANCEL OK

FIG. 15.

ADD ACTION

SELECT AN ITEM BELOW TO ADD TO THE ACTION LIST

ACTION

- ☐ READ CONTENTS
- ☒ SILENCE
- ☐ EXECUTE SCRIPT

SILENT PAUSE

PAUSE VALUE IN msec

CANCEL OK

FIG. 16.

ADD ACTION

SELECT AN ITEM BELOW TO ADD TO THE ACTION LIST

ACTION

- ☐ READ CONTENTS
- ☐ SILENCE
- ☒ EXECUTE SCRIPT

SELECT SCRIPT TO EXECUTE

SCRIPT TOGGLEBUTTONBAR

CANCEL OK

FIG. 17.

SANDER BAKKER - CONTACT

FILE EDIT VIEW INSERT FORMAT TOOLS ACTIONS HELP

SAVE AND CLOSE PERSONAL COPY ON

GENERAL DETAILS ACTIVITIES CERTIFICATES ALL FIELDS

DEPARTMENT: OFFICE: PROFESSION:

NICKNAME: SPOUSE'S NAME:

ONLINE NETMEETING SETTINGS

DIRECTORY SERVER: E-MAIL ALIAS:

INTERNET FREE-BUSY ADDRESS:

QUICK CONFIGURE

PHRASE/RESPONSE	DESCRIPTION
ASKEMAILADD	MAY I HAVE YOUR EMAIL ADDRESS PLEASE?
ASKWEBADDRESS	DO YOU HAVE A WEB PAGE ADDRESS?
ASKBUSADD	MAY I HAVE YOUR BUSINESS ADDRESS?
ASKMAILINGADD	IS THIS ALSO YOUR MAILING ADDRESS?
ASKDEPT	YOUR DEPARTMENT NAME PLEASE
ASKOFFICE	MAY I HAVE YOUR OFFICE NUMBER
ASKBUSINESSPHONE	CAN I HAVE YOUR PHONE NUMBER PLEASE
ASKACCOUNT	MAY I HAVE YOUR ACCOUNT NUMBER PLEASE
ASKADDRS	MAY I HAVE YOUR ADDRESS PLEASE
GOODMORNING	GOOD MORNING
GREETING	"THIS IS (NAME). HOW CAN I HELP YOU"
GREETING AFTERNOON	GOOD AFTERNOON
GREETING EVENING	GOOD EVENING
TEST	

CONFIGURE MANAGER... EXIT

FIG. 18.

FAQSoft OPTIONS

GENERAL PRS PHRASE MANAGER DATABASE KEYBOARD

PRS MODEL

- ☐ PRS 51
- ☒ PRS 151
- ☐ PRS 301
- ☐ PRS PRO SERVER
- ☐ VOICE MODEM
- ☐ TAPI

OK CANCEL APPLY

FIG. 19.

9/14

USERS [X]

☐+ ADD ☐- DELETE |

ID	LOGIN	NAME	GENDER	PHONE	TBA
1	DESIGNER	SHARIFF HADDAD	MALE	2590854	0
2	ADMINISTRATOR	JEREMY MATTHEWS	MALE	2590854	0
3	SUPERVISOR	DEMO SUPERVISOR	FEMALE	MALE	0
4	AGENT	DEMO AGENT	FEMALE	2590854	0
30	GERRY		FEMALE	FEMALE	0
31	DEBBIE		FEMALE	FEMALE	0
32	LEIGHANN		FEMALE	FEMALE	0

[X]

FIG. 20.

USERS [X]

☒ SAVE ☐ CANCEL | | ☐+ ADD ☐- DELETE

USER INFO | **ACCESS RIGHTS**

LOGIN: ADMINISTRATOR USERID: 2

PASSWORD: GOLDEN

NAME: JEREMY MATTHEWS

PHONE: 2590854

GENDER: MALE

TO BE APPROVED Ph:

ROLE: ADMINISTRATOR

REPORTS TO: 0

RECORD 2 OF 7

FIG. 21.

USERS [X]

☒ SAVE ☐ CANCEL

USER INFO | **ACCESS RIGHTS**

LOGIN: ADMINISTRATOR

USER ACCESS:

- ☒ FAQsoft
 - ☒ PHRASE MANAGER
 - ☒ PHRASE LIST
 - ☒ VIEW PHRASE LIST
 - ☒ ADD PHRASE
 - ☒ DELETE PHRASE
 - ☒ EDIT PHRASE
 - ☒ PHRASE STATUS
 - ☒ VIEW STATUS
 - ☒ EDIT STATUS
 - ☒ SOUND EDITOR
 - ☒ VIEW SOUND EDITOR

USER ROLE: ADMINISTRATOR

ROLE
DESIGNER
ADMINISTRATOR
SUPERVISOR
AGENT

<<

RECORD 2 OF 7

FIG. 22.

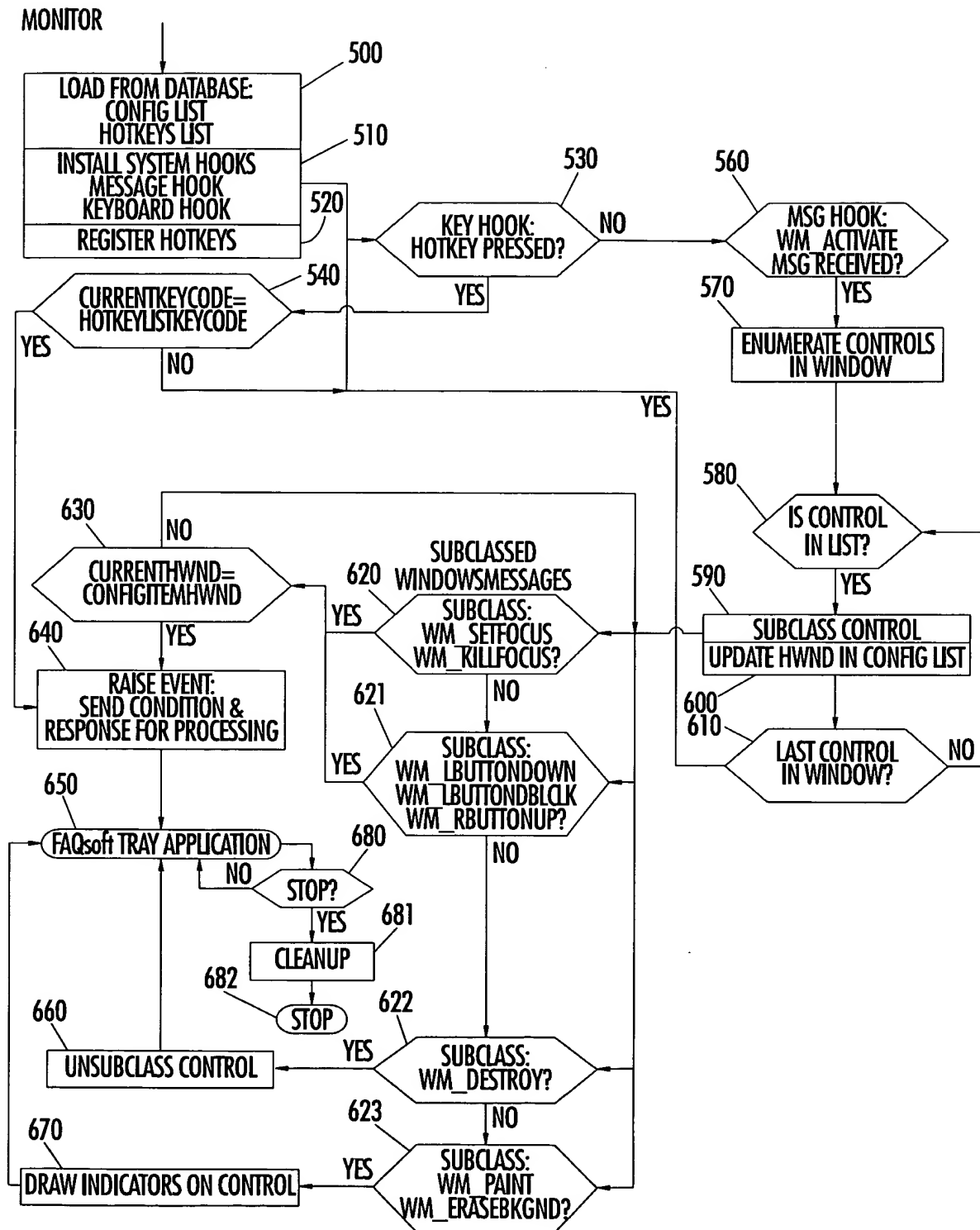


FIG. 23.


12/14


SANDER BAKKER-CONTACT


FILE EDIT VIEW INSERT FORMAT TOOLS ACTIONS HELP

SAVE AND CLOSE PERSONAL COPY ON

GENERAL DETAILS ACTIVITIES CERTIFICATES ALL FIELDS

 FULL NAME... SANDER BAKKER BUSINESS +31(0)495 547 700
JOB TITLE: PRODUCT MANAGER HOME
COMPANY: CONNECT IT BUSINESS FAX +31(0)495 548 411
FILE AS: BAKKER, SANDER MOBILE

 ADDRESS... SCHATBEURDERLAAN 10 E-MAIL
BUSINESS PO. BOX 109, 6000 AC WEERT, NETHERLANDS

 WEB PAGE ADDRESS:

☒ THIS IS THE MAILING ADDRESS

CONTACTS... CATEGORIES... PRIVATE ☐


FIG. 24.


SANDER BAKKER-CONTACT


FILE EDIT VIEW INSERT FORMAT TOOLS ACTIONS HELP

SAVE AND CLOSE PERSONAL COPY ON

GENERAL DETAILS ACTIVITIES CERTIFICATES ALL FIELDS

 FULL NAME... SANDER BAKKER BUSINESS +31(0)495 547 700
JOB TITLE: PRODUCT MANAGER HOME
COMPANY: CONNECT IT BUSINESS FAX +31(0)495 548 411
FILE AS: BAKKER, SANDER MOBILE

 ADDRESS... SCHATBEURDERLAAN 10 E-MAIL
BUSINESS PO. BOX 109, 6000 AC WEERT, NETHERLANDS

 WEB PAGE ADDRESS:

☒ THIS IS THE MAILING ADDRESS

CONTACTS... CATEGORIES... PRIVATE ☐

FIG. 25.

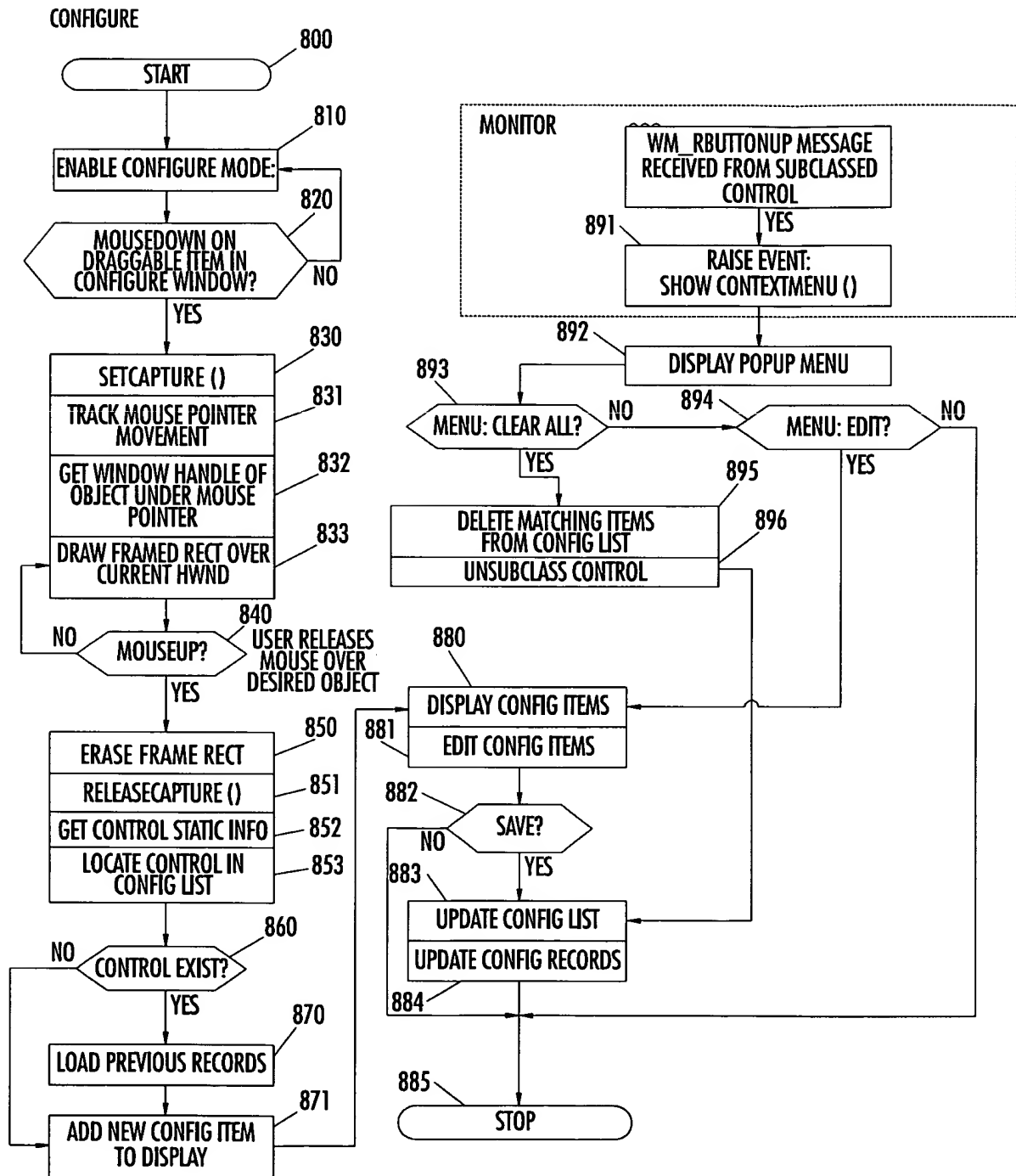


FIG. 26.

CONFIGURE INFO [X]

CLICK OK TO ADD THE HIGHLIGHTED ITEM.
YOU MAY ALSO EDIT THE EVENT AND CONDITION

SCREEN OBJ NAME: DEPARTMENT: txt

EVENT	CONDITION	PHRASE/RESPONSE
ENTER	EMPTY	ASKDEPT.

[EDIT] [DELETE] [OK] [CANCEL]

FIG. 27.

CONFIGURE EDIT [X]

FAQSoft WILL RESPOND WITH ENTER WHEN THE CURSOR ENTERS THIS CONTROL AND WHEN IT'S VALUE IS EMPTY

SCREEN OBJECT:

ON ENTER [v] WHEN EMPTY [v] RESPOND WITH ASKDEPT.

[OK] [CANCEL]

FIG. 28.

FULL NAME... SANDER BAKKER

JOB TITLE: PRODUCT MANAGER

COMPANY: CONNECT IT

FILE AS: BAKKER, SANDER

CUT
COPY
PASTE
CLEAR
SELECT ALL

FIG. 29.

FULL NAME... SANDER BAKKER

JOB TITLE: PRODUCT MANAGER

COMPANY: CONNECT IT

FILE AS: BAKKER, SANDER [v]

EDIT
CLEAR
CANCEL

FIG. 30.